

# *Service Contract Tips*

Just about every household relies on major home appliances (refrigerators, washers, etc.) and electronic equipment (televisions, personal computers, etc.). Many retailers and manufacturers offer service contracts that can be purchased at an additional charge to cover repairs after the manufacturer's original warranty has expired.

## **Be a smart consumer - shop wisely**

- ✓ Service contracts are an option for the customer to buy. Don't cave in to a salesperson's pressure! Ask to see a copy of the terms and conditions of the contract and take the time to make the right decision for your needs.
- ✓ Compare the coverage of manufacturer's warranty with the service contract.
- ✓ Keep a copy of any paperwork received, including the original receipt and service contract, in a safe place.

## **What to look for in a service contract**

- ✓ Is it clear when the contract begins and ends?
- ✓ Does the contract cover the whole product, or only major components?
- ✓ Is there a deductible fee for service or any other charges?
- ✓ Does the contract cover preventive maintenance?
- ✓ Is there an address where the product may be taken for service or a toll-free number to call?

## **Know your rights**

- ✓ You may cancel a contract, in writing, within 30 days of receiving the contract for a full refund, minus any claims that have been paid.
- ✓ After 30 days, you are entitled to receive a prorated refund.
- ✓ The seller may charge an administration fee of \$25 or 10% of the original price of the contract (whichever is less) if the contract is canceled after the first 30 days.

If you are having a problem getting your appliance or electronic equipment repaired under a service contract, first try to work it out with the retailer or administrator. If that doesn't work, please call:

**Department of Consumer Affairs Consumer Information Center**

**1-800-952-5210**

**or download a complaint form at:**

**[www.dca.ca.gov/complainthelp/](http://www.dca.ca.gov/complainthelp/)**